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ABSTRACT

This project provided a year-long skill development Workforce Education Institute for 100 work force literacy providers and instructors in Pennsylvania. The institute included an intensive, 3-day summer workshop, 2 follow-up workshops, and a 2-day spring workshop designed to meet the individual needs of the participants. In evaluations submitted by the participants, more than 96 percent stated that they had acquired new concepts from the topics presented, and that they would incorporate new concepts and materials into their programs. Based on the response from the participants, future projects in the area of work force development would be considered relevant to adult literacy providers because of the rapid changes occurring both on the state and federal level. (Appendixes to the report contain workshop content, framework, and evaluation surveys.) (KC)

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WORKFORCE EDUCATION INSTITUTE

ED 439 245

FINAL REPORT

PROJECT # 99-9012

PENNSYLVANIA DEPARTMENT OF EDUCATION

1998-1999

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Written by

Nancy Disario, Project Coordinator
Michele F. Pappalardo, Project Coordinator
Dr. Manuel A. Gonzalez, Associate Dean of the Center for Adult Literacy and Basic Workforce Education

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WORKFORCE EDUCATION INSTITUTE

FINAL REPORT

Project # 99-9012

Pennsylvania Department of Education

Written by

Nancy Disario, Project Coordinator
Michele F. Pappalardo, Project Coordinator
Dr. Manuel A. Gonzalez, Associate Dean of the Center for Adult Literacy and Basic Workforce Education

Fiscal Year:	1998-1999
Grantee:	Northampton Community College 3835 Green Pond Road Bethlehem, PA. 18020 610-861-5427
Federal Funding:	$50,000

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NORTHAMPTON COMMUNITY COLLEGE
ABSTRACT PAGE

Grant Recipient: Dr. Manuel A. Gonzalez
Northampton Community College
3835 Green Pond Road
Bethlehem, Pa. 18020

Program Name: Workforce Education Institute

Grant Allocation: $50,000

Project Period: July 1, 1998 to June 30, 1999

Project Director: Dr. Manuel A. Gonzalez

Project Purpose:

The purpose of this project was to provide a year-long Workforce Education Institute for 100 workforce literacy providers and instructors in the Commonwealth of Pennsylvania in order to enhance the skills of participants in the Institute. The Workforce Institute was designed to provide an intensive three-day workshop, two follow-up workshops, and a two-day spring workshop designed to meet the individual needs of workforce literacy providers and instructors.

Project Outcomes:

The attendance at the three-day Summer Institute was 56 participants. Of the 56 participants who registered, 30 submitted evaluations for the Overall Conference Evaluation. There were 29 responses stating that they have acquired new concepts from the topics presented at the Institute. This amount represents 96% of the evaluations received, which met and exceeded the objective of the grant. There were 29 responses stating that they would incorporate new concepts and materials into their programs they acquired at the Institute. This amount represents 96% of the evaluations received, which met and exceeded the objective of this grant.

The attendance at the two-day Spring Institute was 46 participants. Of the 46 participants who registered, 24 submitted evaluations for the Overall Conference Evaluation. There were 24 responses stating that they have

acquired new concepts from the topics presented at the Institute. This amount represents 100% of the evaluations received, which met and exceeded the objective of the grant. There were 23 responses stating that they would incorporate new concepts and materials into their programs they acquired at the Institute. This represents 96% of the evaluations received, which has met and exceeded the objective of this grant.

Impact:

The original goals and objectives for both the Summer and Spring Workforce Education Institute were met and exceeded.

Product or Training Developed:

There were no products in this project.

Project Continuation and/or Future Implications:

The funding for this project has ended. Based on the response from the participants, future projects in the area of Workforce Development is deemed relevant for Adult Literacy providers due to the rapid changes occurring both on the state and federal level.

Conclusions/Recommendations:

The Project exceeded the original objectives. Using the format of a three-day and two-day intensive Institute offering many workshops was better attended than the two stand-alone workshops offered mid year.

Additional Comments:

The Workforce Education Institute is one of four state-wide initiatives that will be discussed in the professional development system evaluation report conducted by Dr. Alicia Belzer.

INTRODUCTION

The purpose of this project was to provide a year-long Workforce Education Institute for 100 Adult Literacy providers in the Commonwealth of Pennsylvania. The program was organized to provide an intensive three-day workshop in the summer and a follow-up two-day workshop in the spring. Two other three-hour workshops were also offered during the year.

The primary goal of these workshops was to develop and enhance specific techniques for workforce education instructors on all levels of experience in the areas of: customizing curriculum, making connections in the workplace, literacy audits, ESL and ABE in the workplace, assessment and program evaluation, and integrating new State and Federal guidelines into the workplace. Participants will incorporate these new ideas and skills into their teaching practices. A unique opportunity was provided for participants to visit local companies where workplace literacy programs exist and meet with company representatives.

A Web site was established to provide on-going technical support throughout the year. It also linked participants to other literacy sites offering expertise on Workforce Education. This Web site also helped serve as a clearinghouse for workforce education information.

TIME FRAME

1. The Summer Workforce Institute was held at Northampton Community College on August 10,11 and 12, 1998.
2. The Work Keys Workshop was held at Northampton Community on December 11, 1998.
3. How to Plan a Workforce Program was held at the Philadelphia PDC, Municipal Services Building, Philadelphia on March 12, 1999.
4. The Spring Workforce Institute was held at Northampton Community College on May 10 and 11, 1999.

STAFF AND KEY PERSONNEL

The key staff and personnel involved in this project are as follows:

Dr. Manuel A. Gonzalez, Associate Dean – Northampton Community College
Dr Gonzalez provided Workforce Education expertise and served as a panel member and presenter in several workshops.

Nancy Disario and Michele F. Pappalardo – Program Coordinators
Coordinators established the Institute format and schedules, assisted in the design of the brochures, designed the schedules, hired the presenters, supervised the meals, lodging and registrations, designed the evaluation forms, supervised the general conference operations, oversaw quality control of the program, handled daily budget matters, were liaisons to the Adult Literacy Director, PDE Advisor and presenters, and were responsible for follow-up activities.

Web Designer – Frank S. Pappalardo, Consultant

Secretarial – support from all clerical staff

Professional Assistant – helped with registration and paperwork

Presenters: The presenters were responsible for developing and conducting the workshops and providing handouts. Prior to the Institute they submitted a brief summary of their workshops. Workshops were informal and time for questions and answers was available.

SUMMER INSTITUTE PRESENTERS

Dr. Paul Jurmo – Executive Director of Learning Partnerships in East Brunswick, NJ. Dr. Jurmo served as our Keynote speaker.

Jeffrey Woodyard – Executive Director of Tri-County Opportunities Industrialization Center in Harrisburg.

Meg Keeley – Instructor and Coordinator, Bucks County Community College.

Dr. Eunice Askov – Director of the Institute for the Study of Adult Literacy at Penn State University.

Richard Gacka – Director of Administration and School Services, Tri-County I.U.

Cheryl Hiester – Workforce Education Liaison for Lancaster Lebanon IU #13

Janice Johnson – Assistant to the Director of Organizational Development and Training, Center for Business and Industry, Northampton Community College.

PANEL MEMBERS

Lanita Kemesis – Director, Center for Business and Industry, Northampton Community College.

Donna Schegel – Director of Human Resources, Binney and Smith

Franceil Schomburg – Director of Human Resources, Coordinated Health Systems

Kent Zimmerman – Associate Dean of Technology, Center for Business and Industry, Northampton Community College.

Dr. Manuel A. Gonzalez – Associate Dean of the Center for Adult Literacy and Basic Workforce Development, Northampton Community College

DECEMBER WORKSHOP PRESENTER

Lizette DelAppa – Work Keys Consultant and trainer for the Center for Business and Industry, Northampton Community College

MARCH WORKSHOP PRESENTERS

Dr. Manuel A. Gonzalez – Associate Dean of the Center for Adult Literacy and Basic Workforce Development, Northampton Community College

Michele F. Pappalardo – Coordinator, Center for Adult Literacy and Basic Workforce Development, Northampton Community College

SPRING WORKFORCE INSTITUTE PRESENTERS

Twila Evans, Janet Coll, and Lisa Malachowski – Northampton County Prison Literacy staff, Center for Adult Literacy and Basic Workforce Development, Northampton Community College

Diane Tyson – Program Director, Lancaster County Academy

Judy Youngeberg – Executive Director, Lancaster Industrial Training Consortium

David Vazquez – Program Manager, Center for Adult Literacy and Basic Workforce Education, Northampton Community College

Judy Sullivan – Coordinator/Instructor, Center for Adult Literacy and Basic Workforce Development, Northampton Community College

Suzanne Fischer – Trainer, TIU Adult Education and Training Center, Lewistown, PA.

Raiana Mearns – Adult Education Advisor, Pennsylvania Department of Education, Bureau of ABLE

Dr. Manuel A. Gonzalez – Associate Dean of the Center for Adult Literacy and Basic Workforce Development

PANEL MEMBERS

Dr. Paul Pierpoint – Dean of Community Education, Northampton Community College

Dr. Manuel A. Gonzalez, Associate Dean of the Center for Adult Literacy and Basic Workforce Development

Sandy Strunk – Coordinator of the Southeast Professional Development Center, Assistant Director of Lancaster Lebanon IU #13

AUDIENCE

The Summer Workforce Institute had 56 registered participants. The participants represented the following professions:

Administrators – 25
Advanced Instructors (5+years experience) – 16
Instructors, Counselors, Tutors – 15

The following number of participants represented the following six regions:

South Central – 8
Southeast – 17
Central Northeast – 15
Northwest – 3
Southwest – 7
Philadelphia – 6

Summer Institute – 56 participants

December Workshop – 47 participants

March Workshop – 11 participants

Spring Institute – 46 participants

The number of unduplicated participants was 121. The number of duplicated participants (attending more than one activity) was 39.

DISSEMINATION OF PROJECT

This report was prepared for the ABLE Bureau of the Pennsylvania Department of Education, AdvancE, and the six regional staff development centers. They will find this information useful in the planning of future staff development. Permanent copies of this report will be filed with and obtained from:

Bureau of Adult Basic Literacy Education Programs
Pennsylvania Department of Education
333 Market Street
Harrisburg, PA. 17126-0333

AdvancE, PDE Resource Center
Pennsylvania Department of Education
333 Market Street, 11th floor
Harrisburg, PA. 17126-0333

Western Pennsylvania Adult Literacy Resource Center
5347 William Flynn Highway
Route 8
Gibsonia, PA. 15044-9644

Northampton Community College, Center for Adult Literacy and Basic Workforce Development
3835 Green Pond Road
Bethlehem, PA. 18020

BODY OF THE REPORT

1. Statement of the Problem

Workforce adult literacy instructors who were surveyed indicated a need to come together to share ideas and techniques and receive formal training and follow-up in order to reach and serve their students with the best tools and approaches available. Literacy providers and instructors going into the workplace need and overview of how to approach companies and form partnerships and linkages, how to select methods and materials appropriate for the workplace, how to design and develop programs for the workplace and how to evaluate their programs. A three day Institute with year long follow-up is needed to foster a connection between workforce providers and to offer expertise on the various facets of workplace literacy.

2. Goals and Objectives with which to Explore the Problem

Goal: To provide a year long Workforce Education Institute for Pennsylvania Adult Literacy providers in order to enhance the skills of the Institute attendees.

Objectives

1. Eighty-five (85) percent of Institute participants will indicate on the evaluation form that they have acquired new concepts from the topics presented at the workshops.
2. Ninety-five (95) percent of the Institute participants will incorporate new or enhanced teaching techniques acquired through the Workforce Education Institute into their teaching practices as measured by a self-evaluation completed six months after the Institute and by technical assistance reports completed by program visits.
3. By June 30, 1999 create and maintain a Workforce Education Institute listserv in order to provide on-going technical support throughout the year.
4. During the 1998-1999 fiscal year, serve as a clearinghouse for workforce literacy information for the Commonwealth of Pennsylvania.

3. Procedures Employed to Study and Explore the Problem

Summer Workforce Education Institute

A three-day Workforce Education Institute was held August 10, 11 and 12, 1998 at Northampton Community College in the Gates Center. Participants from across the state of Pennsylvania attended and stayed at either the local hotels or the student dormitories on campus located next to Gates Center. Participants were provided all meals prepared by the NCC Culinary Arts students and a special evening of entertainment at Musikfest. The food and entertainment were very well received. Travel reimbursement was also provided. Workshops, displays by book vendors and AdvancE, trips to local companies, a panel discussion, a keynote speaker and time for networking and sharing filled the three days. Participants received a detailed Institute information packet prior to enrollment. A Schedule of Events is included in the appendix.

There were four Workshops covering different aspects of Workforce Education. They were:

1. *Partnerships and Linkages* – a workshop on how to develop and maintain partnerships, marketing techniques, community awareness, funding options and contracted training.
2. *Program Development and Design* – a workshop on recruitment of both the company and student, assessment, job task analysis, program design, administration and retention.
3. *Materials and Methods in Workplace Literacy* – a workshop on customized curriculum, teaching strategies for the workplace and lesson planning.
4. *Program Evaluation and Outcomes* – a workshop on participant outcomes, mastering of skills, impact of the program on the company, maximizing training effectiveness, presentation of outcomes to companies and community, application of skills on the job.

Participants were grouped according to their level of expertise in workforce education and the workshops were geared specifically for their level. The four levels were Administrators I, Administrator II, Advanced Teachers and Beginning Teachers and Tutors. A brief questionnaire was sent to participants prior to their arrival at NCC to assess their interests, years of experience, and level of expertise. This helped the program staff track the participants into their appropriate level. A copy of the questionnaire is included in the appendix.

Book vendors set up displays and were available the second day of the Institute, while some vendors merely sent materials. They were informed to specifically include workforce materials in their displays. Cheryl Harmon from AdvancE brought and displayed materials on workforce education. In addition, each participant received a comprehensive manual filled with articles, bibliographies and information covering every aspect of workforce education. These materials were organized by the program coordinators. A table of contents is included in the appendix.

A highlight of the three-day Summer Institute was the industrial site tours. Buses were arranged and transported the participants on tours of either Victoria Vogue, a cosmetic powder puff manufacturer, Binney and Smith, the crayon manufacturer, or Just Born, a candy manufacturer. NCC has a close working relationship with these companies as well as literacy programs at these sites. Participants were given the opportunity to tour the facility, meet with company representatives and receive lots of free samples. All participants also were given the opportunity to tour NCC's Industrial Park training facility and Technology Hall.

The keynote speaker for the Summer Workforce Education Institute was Dr. Paul Jurmo, a well known expert in the field of workforce education. Dr. Jurmo is the Executive Director of Learning Partnerships, a nonprofit organization based in East Brunswick, New Jersey. The subject of his speech was "Integrating Adult Basic Education with Workforce Development and Workplace Change: Challenges for Policy Makers and Practitioners".

A panel comprised of six industry representatives and literacy experts provided an open forum discussion for participants on how to form partnerships and linkages. The company representatives discussed their expectations of what they are looking for in a literacy provider, and the participants were able to discuss first hand how to best form partnerships with businesses.

A Web-site was specifically designed for the Workforce Education Institute. The goal of the web-site was to provide a resource for information regarding workforce education through information posting, links to other relevant web-sites and on-going communication through the use of the bulletin board by the participants. The program coordinators felt that the use of technology was an innovative way for participants to network and share information. The participants were provided a hands-on session with the Webmaster in a state of the art computer lab in Technology Center to familiarize themselves with using the web-site.

To recruit participants for the three day Institute a brochure was designed and mailed to the six regional PDE areas and to the ABLE Bureau Department of Education. From the mailing, fifty-six participants registered for the Institute. Of the registered participants a total of four did not attend. Fifty-two did attend the three days. If the brochure distribution process had gone more smoothly and had been mailed sooner, we feel enrollment would have been higher.

Winter Workshop

A four hour workshop on **Work Keys** was held on December 11, 1998 at Northampton Community College. Lunch was provided by NCC Culinary Arts students. Lizette DelAppa presented a workshop on Work Keys, a method of assessing and improving workplace skills. Forty-seven participants attended this workshop. A copy of the workshop flyer has been included in the appendix.

Mid-Winter Workshop

A four hour workshop on **How to Plan a Workforce Program** was held on March 12,1999 at Philadelphia Professional Development Center, Mayor's Commission on Literacy. Michele F. Pappalardo and Dr. Manuel A. Gonzalez presented a workshop addressing key topics on program development. Twenty-one participants registered for the workshop, with eleven in attendance. A copy of the flyer is included in the appendix.

Spring Institute

A two-day Spring Workforce Education Institute was held at Northampton Community College on May 10 and 11, 1999. This follow-up Institute was established to present material on topics that were not presented to date. Participants at the Summer Institute were surveyed regarding content that was not presented at the summer workshops. With the many changes in the federal and state legislation and guidelines during the year, an update was deemed necessary. Again participants from across the state attended and stayed at local hotels, if necessary. Meals were prepared by NCC 's Culinary Arts students. Six workshops including an evening open forum on the Workforce Investment Act were offered. A total of 46 participants attended the Institute.

Workshops that were offered during the Spring Institute were as follows:

1. *Integrating Workforce Materials into the Adult Education Classroom* – how to use ideas and materials to meet with the new state regulations focusing on the workplace.
2. *Instructional Design and Materials in the Workplace* – how to customize curriculum for the workplace
3. *Using SCANS Competencies in the Workplace* – focus on ESL and low level ABE students in the workplace
4. *Teaching ESL in. the Workplace* –specific materials and teaching strategies for ESL
5. *Work Keys* – a system of assessing and improving workplace skills.
6. *The Workforce Investment Act* – three presenters held an open forum discussing the Act and its implications for providers and instructors.

Book vendors again set up displays and Cheryl Harmon from AdvancE provided additional workforce materials. This Institute provided an opportunity for participants to communicate, share ideas and knowledge, and seek answers to questions that they may have regarding workforce programs. It also provided an opportunity to discuss any progress or problems they may have experienced since the Summer Institute nine months prior. Participants were encouraged to continue to use the web site to network with other workforce providers.

Time Line for Grant Year

June 1998	Dr. Gonzalez hired the administrative staff. A basic program schedule was established by the coordinators. The coordinators, NCC's Director of Publications and the NCC's Graphic Department collaborated on the design and production of the Summer Institute brochure. Brochures were sent to the six regional PDC's. Dorm rooms, hotel rooms for presenters, classrooms, and restaurant facilities were secured. Keynote speaker, presenters and panel members were contacted and hired.
July 1998	Schedule was formulated. Plans for buses to industry sites and NCC's Tech hall and Industrial park training facilities were set up. Vans for Musikfest were secured. Book vendors and AdvancE were contacted. Registrations were received.

	Surveys and questionnaires were sent to participants as well as pre-conference information and maps Web site was designed. Evaluation forms for workshops and overall Institute were designed. The Workforce Institute resource book was assembled.
August 1998	Final count for meals taken and menus planned. Workforce Education Institute held August 10,11,12 Evaluations tabulated and workshop follow-up. Mileage invoices and budgetary matters processed.
September 1998	Follow-up phone calls made.
October 1998	Plans for winter workshops formulated.
December 1998	Work Keys workshop held
February 1999	Create flyer for Summer Institute to be available at PAACE.
March 1999	How to Plan a Workforce Program workshop for Philadelphia PDC. Evaluations from summer/winter checked for needs of workforce participants.
April 1999	Brochure designed and mailed for Spring Institute. Presenters hired. All necessary facilities secured. Schedule and evaluations formulated. Book vendors and AdvancE contacted.
May 1999	Packet with supplies and evaluations prepared for each participant. Spring Institute held May 10 and 11. Evaluations tabulated and workshop follow-up. Budgetary matters processed.
June 1999	Final report complied and printed
Year-long	Mentoring and web site

4. Which Objectives Were Met and How

Objective I – Eighty-five (85) percent of the Institute participants will indicate on the evaluation form that they have acquired new concepts from the topics at the workshops.

This objective was met and exceeded since 96% of the Summer Institute participants indicated that they had acquired new concepts. 100% of the Spring Institute participants stated that they had acquired new concepts from the topics presented at the workshops.

Objective II – Ninety-five (95) percent of the Institute participants will incorporate new or enhanced teaching techniques acquired through the Workforce Education Institute into their teaching practices by a self evaluation completed six (6) months after the conference and by technical assistance reports completed by program visits.

This objective was met since 96% of the Summer Institute participants stated that they would incorporate new concepts and materials into their programs. 96% of the Spring Institute participants stated that they would incorporate new teaching techniques into current teaching style. The self evaluation had been incorporated into the overall Institute evaluation. Site visits were not necessary because instructors and providers visited NCC, which is considered a front runner in workforce education.

Objective IV – During the 1998-99 fiscal year, serve as a clearinghouse for adult literacy information for the Commonwealth.

This objective was met since many workforce instructors and providers were in contact with the coordinators for information and advice during the year. Several instructors and providers visited NCC for extended visits to obtain resources and met with the Institute coordinators. At both Institutes hand-outs, pamphlets, booklets and a large Workforce Education resource manual were made available with a myriad of materials and resources on workforce education.

5. Which Objectives Were Not Met and Why

Objective III – By June 30, 1999 create and maintain a Workforce Education Institute listserv in order to provide on-going technical support throughout the year.

The program coordinators chose to integrate technology into the project by having the Workforce Education Institute web site designed and promoted as the primary instrument for networking and communicating amongst the participants.

The web site included a home page, a highlights page, a links page and a bulletin board for participants to use to post questions, concerns or any other issues relevant to workforce education. A workshop was held at the Summer Institute to familiarize participants with the usage of the web site. A pre-Institute survey was mailed to all registered participants regarding their accessibility to the Internet to ensure usage. All respondents stated that they had access to the Internet. As evident in the chart below, the web site did not experience the success we had hoped for. The web was visited 189 times for the year. This number is much lower than our expectations. 39% of these visits were by visitors to the web page and not participants using it to network with others. The program coordinators felt that several factors contributed to the lack of usage. Despite the pre-survey reflecting access to the Internet, most participants were not comfortable with the use of technology. Our industry does not lend itself to use technology to search for or access relevant materials to our day to day programs, compared to other industries who rely on the Internet for the most current information.

The program coordinators felt that the bulletin board would serve as the primary avenue for participants to communicate with each other. As evident in the chart below, only 16% of the visits were by enrolled participants. Our recommendation for future projects involving the use of a web page would be to constantly encourage the participants to use the bulletin board and to increase the content of the web site to attract more usage.

Web Site Activity Report for www.worklitinst.org (Home Page)
Dates: 8/1/98 - 6/30/99

	Hits	Pct of Total
Total Hits	189	100%
Enrolled Participants	31	16%
Unknown[1]	41	22%
Bookmarks[1]	4	2%
Visitors	73	39%
Search Engines[2]	11	6%
Internal (links from other pages in site)	14	7%
Web Administration	15	8%

[1] Probably enrolled participants
[2] Probably visitors

6. The Evaluation Instruments Used and the Results of the Evaluation

Two kinds of evaluation instruments were used for the Workforce Education Institute. Each workshop used a separate evaluation and each Institute used an overall evaluation form. See appendix.

The results of the overall Institute evaluations were as follows:

The overall Summer Institute was evaluated in three categories; organization, facilities and workshops. For organization 87% were excellent, with 13% as very good; facilities 83% were excellent, with 17% very good and workshops were 67% excellent, 27% very good and 6% good.

The overall Spring Institute was evaluated in the three categories as well. For organization 84% were excellent, 12% very good and 4% good. For facilities 92% were excellent and 8% very good. For workshops 59% were excellent, 37% very good and 4% good.

Attachments 6 through 11 reflect these results in a bar graph. The evaluation results of the four primary workshops offered at the Summer Institute are also included in a bar graph. The results of the evaluations were very favorable.

7. The Procedure for the Dissemination of the Findings.

This report was prepared for the ABLE Bureau of the Department of Education, AdvancE, and the six regional staff development centers. They will find this information useful in the planning future staff development. Permanent copies of this report will be filed with and obtained from:

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Northampton Community College
Center for Adult Literacy and Basic Workforce Development
3835 Green Pond Road
Bethlehem, PA. 18020

8. Conclusions and Recommendations

The Workforce Education Institute which provided an intensive three (3) day workshop and a year-long series of follow-up activities to meet the individual needs of workforce providers and instructors was successful. It met and exceeded the goals and objectives set forth in the grant according to the evaluations of the participants. Many complimentary, hand-written notes were received by the program coordinators after the conference as well.

Conclusions - Using the format of the three day Institute and the two day mini Institute nine months later was valuable for several reasons:

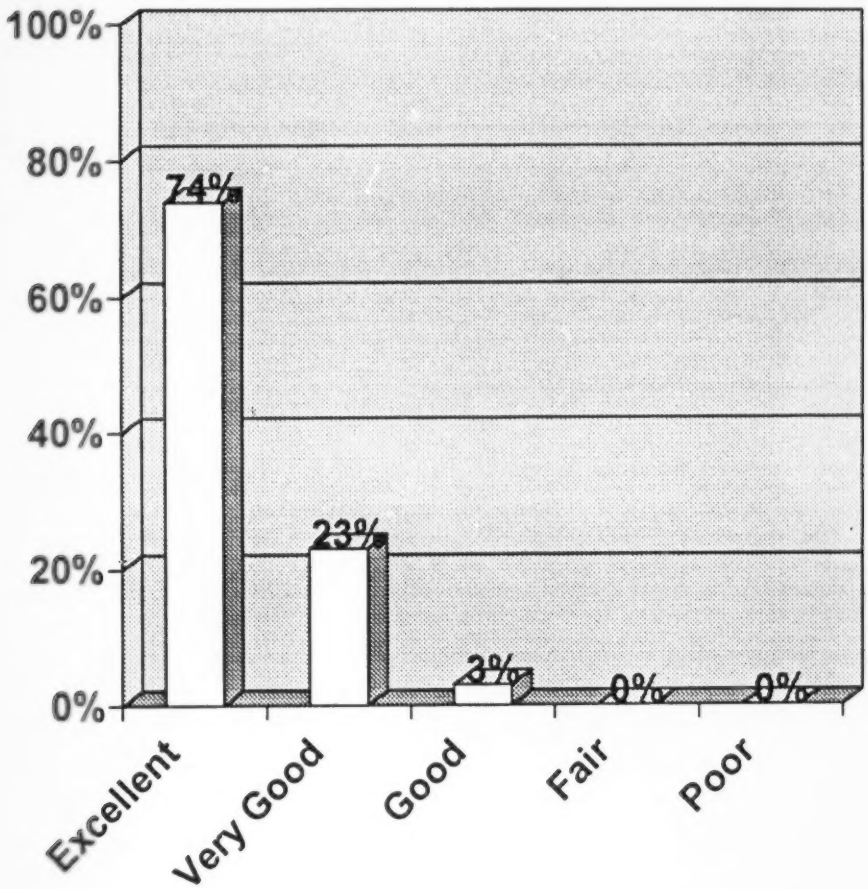
- Participants liked the extra time for informal discussion and brainstorming with colleagues and networking during the year
- The follow-up Institute was used for workshops that participants felt were lacking in the first Institute
- Having two Institutes provided time for a great variety of workshops
- In previous years having staggered three-hour workshops throughout the state resulted in poor attendance. Having the conference format resulted in much better attendance.

Recommendations – Based on the feedback from the participants and observations by the program coordinators, we would make the following recommendations:

- Give more notice about the Institute. Institute brochures should be available earlier. This was difficult since the grant notification was not until late June.
- Provide better maps for the participants, also clearer directions to the College and specific buildings
- Promote the use of the web site more aggressively. Despite prior verification of participants access to the Internet through a questionnaire, very few used the Internet to communicate with others. It is difficult to ascertain specific reasons as to the lack of usage.

- Completion of the evaluation forms is critical for obtaining the necessary data to measure the success or failure of the project, and to verify if your objectives have been met. Coordinators must stress to participants the value of this data. For example, the Spring Institute registered forty-six (46) participants and only twenty-four (24) evaluations were received. Therefore all data is based on 52% of participant imput.

Workshop: Partnerships/Linkages
(Summer Institute - 31 respondents)



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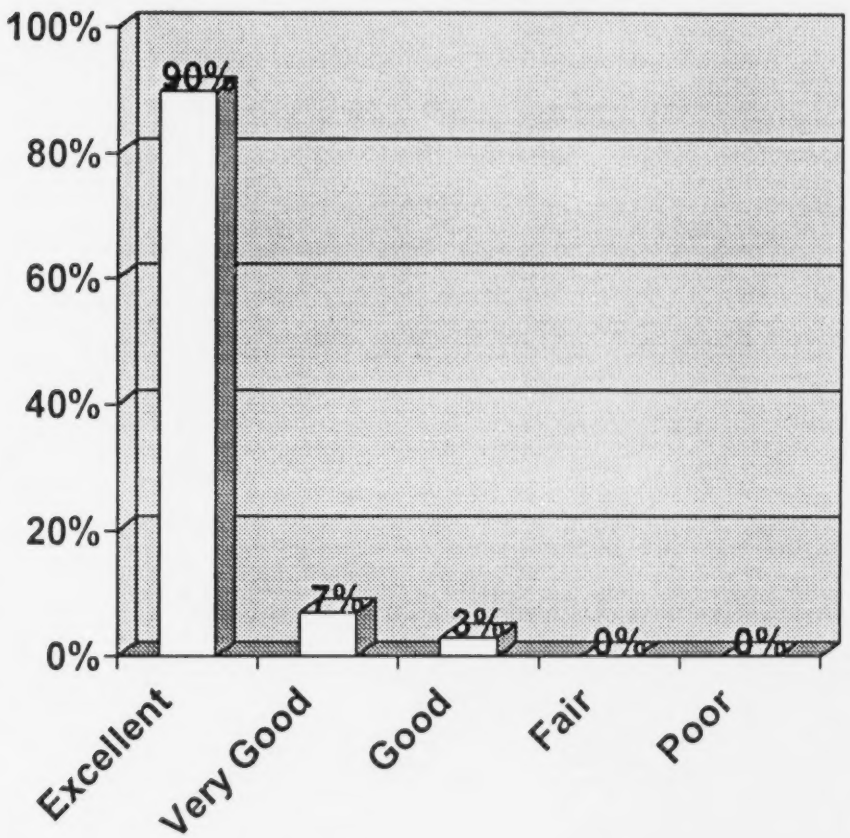
Workshop: Program Development & Design
(Summer Institute - 27 respondents)



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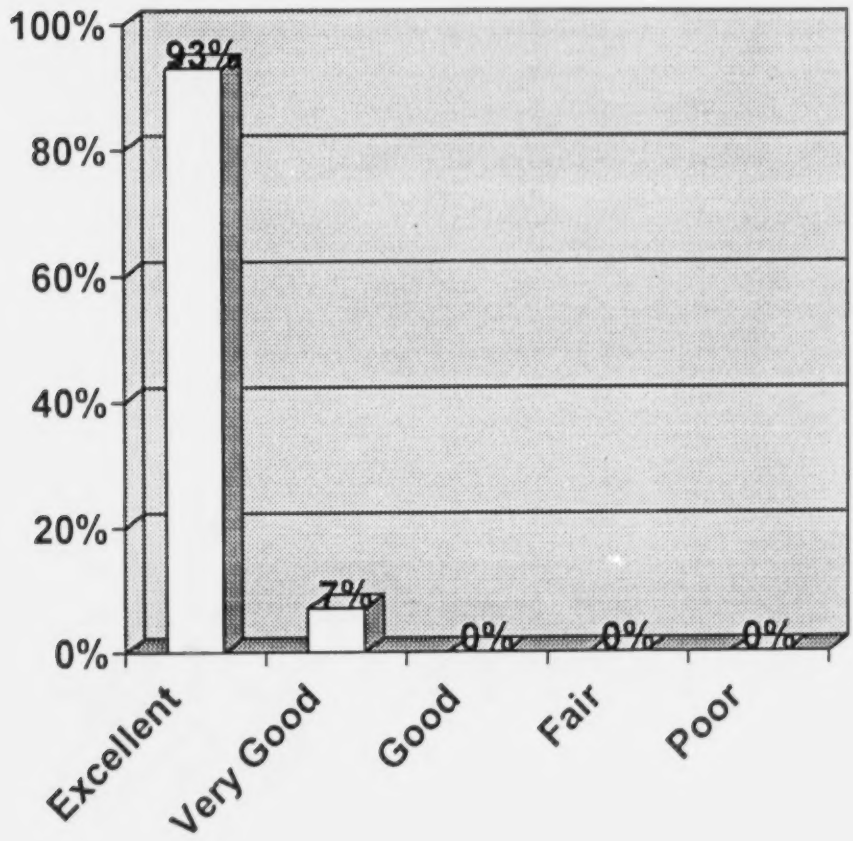
Workshop: Program Evaluation & Outcomes (Summer Institute - 27 respondents)



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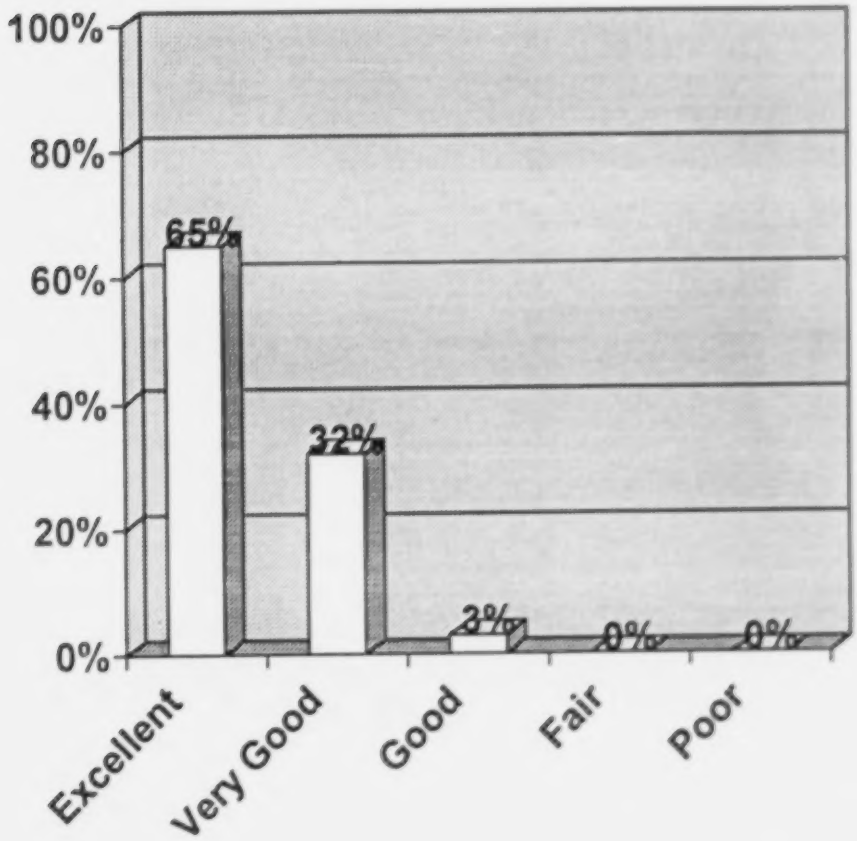
Workshop: Materials/Methods in the Workplace (Summer Institute - 31 respondents)



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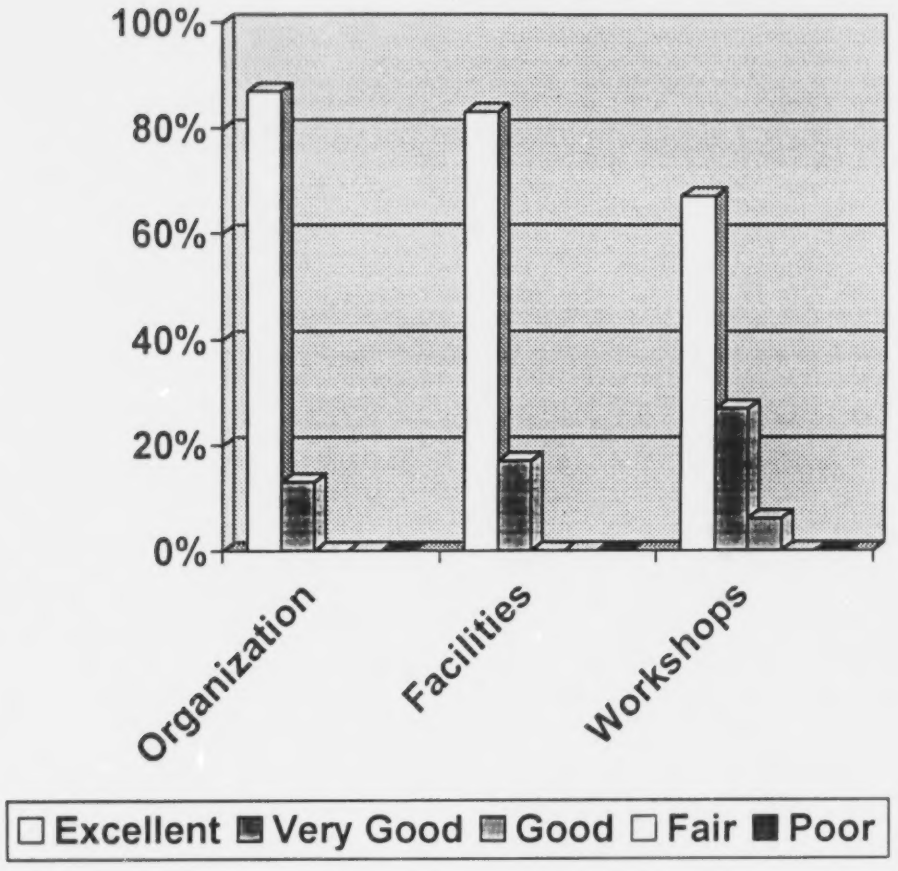
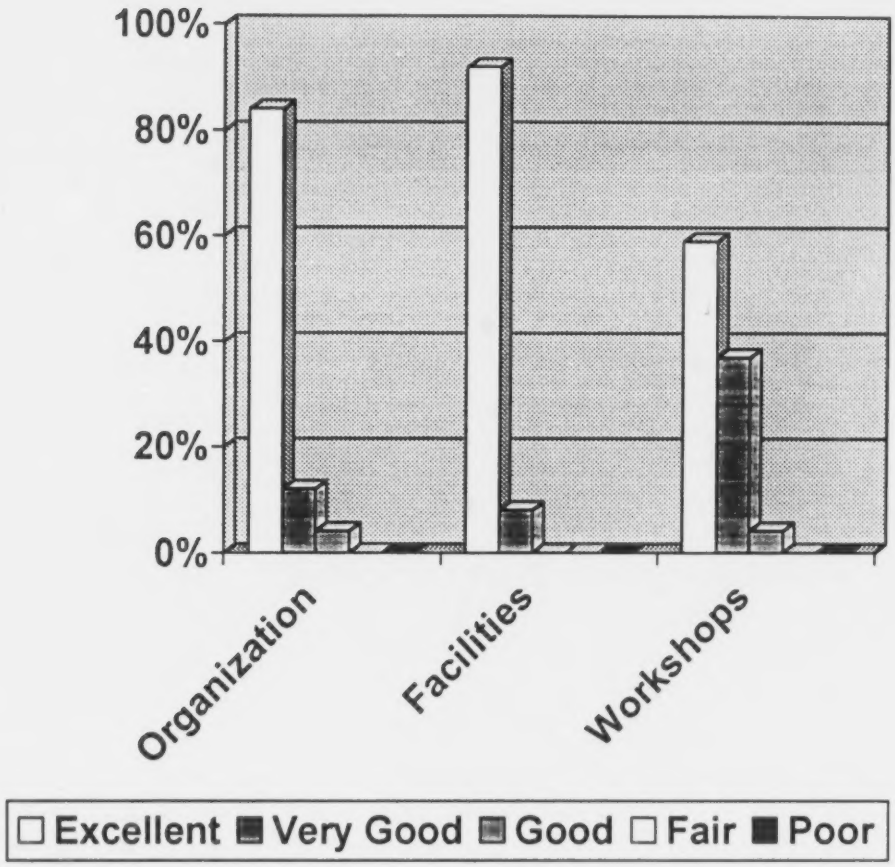
Summer Institute Overall Conference Evaluation (30 respondents)



Spring Institute Overall Conference Evaluation (24 respondents)



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APPENDIX

Attachment 1 – Initial letter sent to Providers

Attachment 2 – Workforce Education Institute brochure

Attachment 3 – Information Packet sent to Participants prior to Institute

Attachment 4 – Summer Institute schedule

Attachment 5 – Summer Institute Workshops and Presenters

Attachment 6 – Table of Contents of Resource Materials manual

Attachment 7 – Workshop Evaluation

Attachment 8 – Overall Conference Evaluation

Attachment 9 – Workforce Education Institute Fall Workshop Flyer

Attachment 10 – Workforce Education Institute Training Agenda

Attachment 11 – Spring Workshop Flyer for PAACE

Attachment 12 – Spring Workforce Institute mailing

Attachment 13 – Spring Workforce Institute Schedule

June 24 ,1998

Dear Providers:

On behalf of myself and the Adult Literacy staff at Northampton Community College in Bethlehem, Pennsylvania, I would like to personally extend an invitation to the 1998-1999 **Workforce Literacy Institute's** three-day event on **Monday, August 10 through Wednesday, August 12.** This will serve as a kick-off to the yearlong workforce education institute. The Institute will include additional workshops, site visits, a monthly newsletter, and technical assistance for participants, and a variety of other activities throughout the year.

We are planning some exciting activities for the conference, including industry tours and business education round tables. The keynote speaker will be Dr. Paul Jurmo and he will address issues confronting workforce education.

Shortly, you will be receiving a brochure with more details on how to register. However, we wanted you to be able to share this information with your staff now to reserve these dates in your busy schedules.

If you would like more information please call, e-mail, or fax either Michele Pappalardo or Dr. David Manzo at:
dam@mail.nrhm.cc.pa.us, mfp@mail.nrhm.cc.pa.us
610-861-5427, fax 610-861-5093

We're looking forward to seeing you in August!

Sincerely,

Manuel A. Gonzalez, Ed. D.
mag@mail.nrhm..cc.pa.us

For more information, contact Dr. David Manzo or Michele Pappalardo at 610/861-5427 or e-mail dam@mail.nrhm.cc.pa.us or mfp@mail.nrhm.cc.pa.us

This program is designed for ACT 143 and/or Section 322 grant-funded programs. To qualify, participants must be present for all three days and attend all the follow-up activities. Travel reimbursement will be provided. After the conference, travel reimbursement will be mailed directly to eligible participants upon verification of the ABLE Bureau.

To sign up for the program, duplicate the form below and bring to conference.

Participant Name:
SS #: _____

Mailing Address: _____
_____

Program Type: 143 322
PDE Contract: _____
Literacy Program Name: _____
Address: _____
_____
Phone #: _____

Your Position: _____

Please have your Program Director complete the following:

Director's Name: _____
Phone #: _____
Number of hours you estimate this participant worked/will work in:

A Staff Position: 1997-98 Grant Year: _____
1998-99 Grant Year: _____
I verify that _____

is a paid staff member of a 143 or 322 ABLE bureau program.

Director's Signature: _____

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Northampton Community College values diversity and seeks talented students, faculty, and staff from diverse backgrounds. The College does not discriminate on the basis of race, color, sex, sexual orientation, religion, national or ethnic origin, age, disability, or status as a disabled or Vietnam Era veteran in its activities, programs, or employment practices. Affirmative Action Officer Helene M. Whitaker, 610/861-5300.

Workforce Education Institute

Three-day event

August 10-11-12, 1998

Sponsored
by

The Pennsylvania Department of Education, Bureau of Adult Basic and Literacy Education

Northampton
Community College

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The Adult Literacy Department of Northampton Community College would like to invite you to the Workforce Education Institute three-day event. Here is an opportunity for you, as an educator concerned with the many challenges and aspects of teaching of workforce education, to come and share knowledge and experience with your colleagues; a chance to learn about new facts, theories, questions, and insights into our field.

The mood of the event will be relaxed and informal since we'd like to have plenty of open discussion and sharing. We're planning to make this year's Institute informative and interactive. See you this summer!

This year's topics will include:

Job Task Analysis
Literacy Audits
Marketing
Business-Education Partnerships
Community Awareness
Program Administration and Evaluation
Recruitment
Assessment and Curriculum Planning

SCHEDULE OF EVENTS:

Monday

10 A.M.- Noon	Conference and Room Registration
Noon - 2:30 P.M.	Luncheon and Roundtable
2:45 - 4:30 P.M.	Workshop
5:00 - 6:00 P.M.	Tech Hall Tour, Wine and Cheese
6:00 - 7:30 P.M.	Dinner and Keynote Address
7:45 - 9:30 P.M.	Workshop

Tuesday

7:30 - 8:30 A.M.	Continental Breakfast
9:00 - Noon	Work-Site Tours
Noon - 12:30 P.M.	Break, Book Vendors
12:30 - 1:30 P.M.	Lunch
1:30 - 2:00 P.M.	Break, Book Vendors
2:00 - 4:00 P.M.	Workshop
4:30 - 5:30 P.M.	Buffet Dinner
6:00 - 10:00 P.M.	Musikfest

Wednesday

8:00 - 9:00 A.M.	Continental Breakfast
9:00 - 11:00 A.M.	Workshop
11:00 - 11:15 A.M.	Break
11:15 A.M. - Noon	Presentation Preparation
12:00 - 1:00 P.M.	Luncheon
1:00 - 2:30 P.M.	Presentations and Wrap-Up

OUR PRESENTERS WILL INCLUDE:

Paul Jurmo Ed.D., Executive Director, Learning Partnerships

Eunice Askov, Ph.D., Pennsylvania State University

Meg Keeley, Special Populations Coordinator, Bucks County Community College

David B. Borofsky, Dean of Community Education, Northampton Community College

Cheryl Hiester, WorkForce Developer, Lancaster-Lebanon Intermediate Unit 13

Franceil Schomburg, Human Resource Director, Coordinated Health Systems

Manuel Gonzalez Ed.D., Director of Adult Literacy, Northampton Community College

To register as a participant, clip and send us this form. Registration deadline is July 27th, 1998.

Mail to: NORTHAMPTON COMMUNITY COLLEGE
ADULT LITERACY DEPARTMENT
3835 GREEN POND ROAD
BETHLEHEM, PA 18020

Or Fax: 610/861-5093 (Form may be duplicated)

Workforce Education Institute Participant Registration
Name:_____
Position:_____

Address:_____

_____
Home Phone:_____
Region: _____

Yrs. of experience in ACT 143 and/or Section 322 grant-funded programs._____
Sex: Male Female
First Room Choice: Single Double
Second Room Choice Single Double
Smoking Non-smoking No Preference
Sharing room with _____
I'm staying for all 3 days of the institute? Yes No
If not, which days will you attend?_____
Dormitory accommodations, including air-conditioned rooms, are available. Linens and towels will be provided. Single rooms are subject to availability. Accommodations and meals will be provided free of charge.

Site is handicapped accessible. Check-in time will start at 10 A.M. on Monday, August 10. Check-out time will be 3 P.M. on Wednesday, August 12.

REMEMBER: Attendance is limited to 100 people. The final selection of participants for the Institute will be at the discretion of the PDE. Chosen participants will be notified and given further conference detail.

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July 27, 1998

Dear Participant:

You have been accepted to attend the Workforce Education Institute at Northampton Community College from August 10-12,1998. This will be an interesting and fun event, and we look forward to seeing you soon.

For those of you who are staying in the college dorms, check-in time will be Monday August 10 between 10 am. - 11:45am. at the Residence Hall on North Campus. (See attached map.)

Those of you who do not need overnight accommodations will register in the lobby of the Alumni Hall, Gates Center between 10am and 11:45am. (See attached map.)

The lunch buffet will begin at 11:45 in the Alumni Hall. Any individuals with special dietary needs must provide that information to us prior to the start of the Institute. Further program information will be provided at the luncheon session. Participants who will not be staying over-night may disregard the following information.

Please remember that you will staying at a college dormitory and not a hotel. We will do our best to accommodate your requests .All rooms are air-conditioned. Bathroom facilities are on each floor.

In addition to the usual items, you will need to bring soap, shampoo, toiletries and hangers. We will provide 2 towels, 2 washcloths, 1 sheet set, 1 sheet blanket, and a pillow.

The facilities include a coin-operated washer and dryer, kitchen area with refrigerator, microwave and vending machines. Feel free to bring snacks; however, remember that all meals are provided. No alcohol is permitted in the dorms. A pay phone is on the second floor of the Residence Hall for your use.

We encourage participants to bring materials to share that you have used in your particular workforce setting.

Please complete the enclosed travel invoice and the travel reimbursement section on your brochure and bring them with you to the conference. Copies of both forms will be available at registration, if needed, or can be mailed back to us no later than August 21.Remember, the form on the brochure requires your director's signature.

Emergency Numbers

During business hours, contact the Adult Literacy Department at 610-861-5427. After hours, contact the Residence Hall Coordinator at 610-861-5576 or Security at 861-5324.

Check out time will be Wednesday August 12 by 3pm.

Have a great time!

Nancy Disario
Michele Pappalardo

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PARTICIPANT QUESTIONNAIRE

Please take a moment to fill out this questionnaire and send back as soon as possible so we can assign you to the proper group.

1. What is your position?
   - ☐ Administrator
   - ☐ Counselor
   - ☐ Instructor
   - ☐ Volunteer
   - ☐ Tutor trainer
   - ☐ Other

2. Years of experience in adult literacy: _____

   Years of experience in workforce literacy: _____

3. Expertise in workforce literacy
   ☐ advanced ☐ intermediate ☐ beginner

4. What areas of workforce literacy would you like to learn more about?

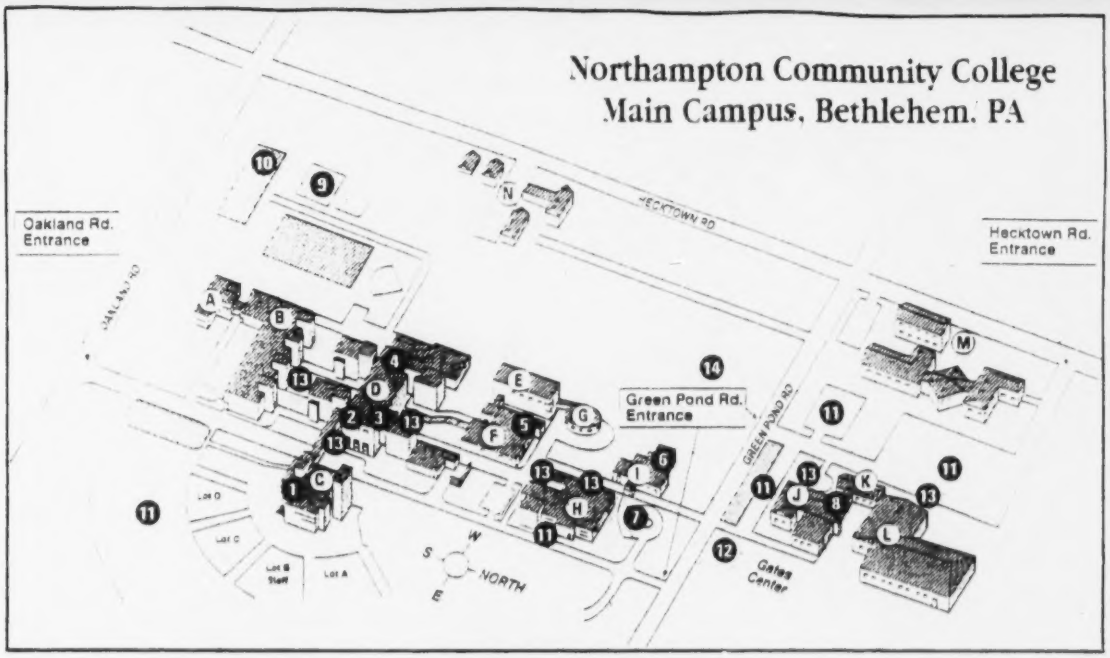
5. Do you have Internet access at work or in the classroom?
   ☐ Yes ☐ No

6. If yes, do you have experience using the Internet and the World Wide Web?
   ☐ Yes ☐ No

Please return this questionnaire as soon as possible. Looking forward to seeing you. Thanks.

Mail to: **Michele Pappalardo, Coordinator**
Northampton Community College
3835 Green Pond Road
Bethlehem, Pa. 18020

Or fax this form to: **610-861-5093**



Campus Buildings

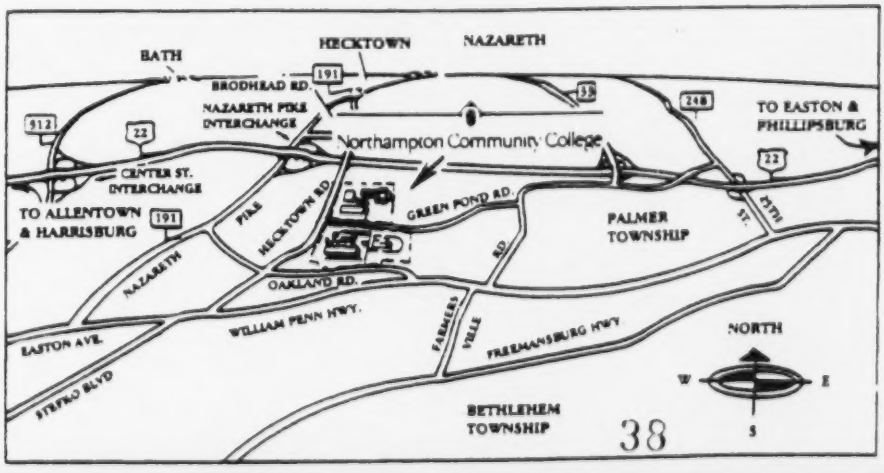
A	Commonwealth Hall
B	Penn Hall
C	Northampton Hall
D	College Center
E	Founders Hall
F	Keystone Hall
G	Kiva
H	Communications Hall
I	Jeanette F. Reibman Hall
J	Alumni Hall: Gates Center
K	County Hall: Gates Center
L	Technology Hall: Gates Center
M	Student Apartments & Residence Hall
N	Physical Plant

Campus Features

1	Admissions/Financial Aid/ Registrar/Theatre
2	Bookstore
3	Health Center
4	Cafeteria/Information Center/ Gymnasium/Fitness Center
5	Computer Labs
6	Child Care
7	Drop off for Child Care
8	Hampton Winds Restaurant
9	Baseball/Softball Diamond
10	Tennis Courts
11	Visitor Parking
12	LANTA Bus Stop
13	Wheelchair Access
14	Golf Range

Directions To Northampton Community College

From North, East or West: Find your best route to Rt. 22. Take the Rt. 191 exit. At end of ramp, turn right onto Rt. 191 north. One tenth of a mile from the exit ramp, turn right onto Brodhead Road. Follow Brodhead until you come to a stop sign, turn right onto Hecktown Road. The College's Hecktown Road Entrance to the Gates Center (Alumni Hall, County Hall, Technology Hall) and residence halls will be on your left.



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WORKFORCE EDUCATION INSTITUTE
MINI-ASSIGNMENT

Welcome!

As a participant in the 1998-99 Workforce Education Institute you have been assigned to a group based on occupation and level of experience.

At the end of the conference your group will create a Workforce Education program based on conference readings and presentations, work-site tours, resource materials and discussion with colleagues. There is free time built into the conference for your group to meet and decide the best method to do this.

The purpose of this mini-project is to give you the opportunity to experience some of the issues faced by planners of Workforce Eduaction planners. Each group will make a brief 10 minute presentation on Wednesday afternoon.

Some issues to consider when planning a Workforce Education program :

Partnerships and Linkages

How can the educational provider and business link up?
How can you market your program?

Program Development and Design

How would you design and administer the program?
How can you recruit and assess the employees?

Materials and Methods

What cirriculum is appropriate?
What teaching strategies would you use?

Program Evaluation and Outcomes

How would you evaulate your program?
What impact will your program have on the company?

WORKFORCE EDUCATION INSTITUTE
SCHEDULE OF EVENTS

MONDAY, AUGUST 10TH		
10:00-Noon	Room and Conference Registration	Alumni Hall Lobby
Noon-2:30 *12:30-1:00* *1:00-1:30* *1:30-2:30*	Luncheon *Welcome and Orientation* *Luncheon Address* *Panel Discussion*	Alumni 130
2:30-2:45	Break	
2:45-4:30	Workshops	*(See Workshop Schedule)*
4:30-5:00	Break	
5:00-6:00	Technology Hall Tours & Wine And Cheese	Hampton Winds Restaurant
6:00-7:30	Dinner And Keynote Address: **Dr. Paul Jurmo**	Alumni 130
7:45-9:00	Workshops	*(See Workshop Schedule)*
TUESDAY, AUGUST 11TH		
7:30-8:30	Breakfast	Alumni 130
9:00-Noon *9:00-9:15* *9:30-10:30* *10:30-11:30* *11:30-12:00*	Industrial Site Tours *Transport to sites* *Tours of Victoria Vogue, Binney and Smith, Coordinated Health Systems* *Transport to and Tour of NCC's Industrial Park training facility* *Return to NCC*	Meet in Alumni hall Lobby
Noon-12:30	**Free Time:**	
	Visit with Book Vendors, ADVANCE	Alumni Hall Lobby
	Hands on Web Page Demonstration	Tech 177
12:30-1:30	Lunch	Alumni 130
1:30-2:00	**Free Time:**	
	Visit with Book Vendors, ADVANCE	Alumni Hall Lobby
	Hands on Web Page Demonstration	Tech 177
2:00-4:00	Workshops	*(See Workshop Schedule)*
4:30-5:30	Buffet Dinner	Alumni 130
600-10:00	**Musikfest**	Meet in Alumni Hall lobby

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WEDNESDAY, AUGUST 12th		
8:00-9:00-	Breakfast	Alumni 130
9:00-11:00	Workshops	*(See Workshop Schedule)*
11:00-11:15	Break	
11:15-Noon	Preparation For Group Presentation	
Noon-1:00	Lunch	Alumni 130
1:00-2:30	Group Presentation And Wrap-Up	Alumni 130

WORKSHOP SCHEDULE					
Topic	Location	Monday Afternoon	Monday Evening	Tuesday Afternoon	Wednesday Morning
Partnerships & Linkages	Tech 187	Group 1	Group 2	Group 3	Group 4
Program Development and Design	Tech 189	Group 4	Group 1	Group 2	Group 3
Material and Methods in Workplace Literacy	Alumni 130A&B	Group 3	Group 4	Group 1	Group 2
Program Evaluation and Outcomes	Alumni 130C&D	Group 2	Group 3	Group 4	Group 1

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WORKFORCE EDUCATION INSTITUTE
WORKSHOPS & PRESENTERS

Keynote speaker-Dr. Paul Jurmo

Title: "Integrating Adult Basic Education with Workforce Development and Workplace Change: Challenges for Policy Makers and Practitioners"

Summary

Adult basic education can help employed and unemployed adults succeed in productive, rewarding jobs, but adult educators need a system of supports--strong partnerships, well-crafted curricula, appropriate assessment and evaluation tools, and well-supported professionals--to provide the high-quality adult learning systems that employers and employees need. To create effective adult education systems at the community, state, and national level will require new thinking and advocacy by those who recognize the value of a well-educated workforce.

Biography
Paul Jurmo is executive director of Learning Partnerships, a nonprofit organization based in East Brunswick, New Jersey. LP provides research, evaluation, curriculum development, and other forms of technical support for adult basic education efforts around the United States, particularly work-related programs. Recent projects have included studies of national- and state-level policy for work-related adult education under grants from the U.S. Department of Education and the National Institute for Literacy. He has also served as evaluator or curriculum developer for five National Workplace Literacy Program projects and currently is providing technical support to VALUE, a new national organization for adult learners. LP promotes a collaborative, participatory approach to adult education practice and policy development.

-PARTNERSHIPS AND LINKAGES

How to develop and maintain partnerships with literacy providers and business, marketing techniques, legal issues, funding options and grants, contracted training and community awareness.

Presenters:
Janice Johnson

Janice Johnson is the Assistant to Director for Organizational Development and Training for Northampton Community College's Center for Business and Industry. She assists in the marketing, design, delivery and evaluation of custom training and development programs for corporations and public sector organizations. She is responsible for developing and maintaining client relationships, developing new programs to meet industry needs, and representing the College to the business community.

Ms. Johnson has a B.S. and Ed.M in Education from Pennsylvania State University and Temple University, respectively. She also has 30 additional graduate credits in Business Administration from Temple University.

Ms. Johnson's work experience includes ten years in human services as a Special Education teacher, trainer, and curriculum designer; followed by eleven years in business training and development. Currently she is working on a book about her experiences in making the career transition from human services to the business world.

Dr. Manuel A. Gonzalez

Dr. Manuel A. Gonzalez has been Director of Adult Literacy at Northampton Community College for the past 7 years. He graduated from Moravian College with a B.A., Lehigh University with a M.A. and Ed.D. and attended the University of Madrid. He has been involved in teaching, research, instructional material and staff development, and has published many articles on adult literacy education.

-PROGRAM DEVELOPMENT AND DESIGN

How to design and administer the program, recruitment and retention of students, job task analysis, and assessment.

Presenters:
Meg Keeley

Meg Keeley has long been involved as an instructor and supervisor in work-related basic skills programs. She has worked with youth and adults in job training, adult literacy, community college, and workplace environments. Meg worked on a number of projects with Jorie Philippi Kennedy of Performance Plus, including the development of a reading program for the US Army. Meg independently developed job-related math and reading/study skill programs for Amtrak's Maintenance of Way and Building and Bridge Divisions and recently coordinated the General Motors Skill Center, Bensalem facility. She has conducted literacy task analysis in companies and organizations including: Alcoa, IBM, Texas Instruments, ARA (ARAMAK) Foods, MAACO, Speedy Muffler, the Graphic Communications International Uncion, Thomas Jefferson University Hospital, the US Army, and Amtrak.

Ms. Keeley has presented workshops for organizations including the American Association for Adult Continuing Education, the U.S. Department of Labor, the International Reading Association, the American Vocational Education Association, and the National Alliance of Business. Meg was Co-Chair of the Business and Industry Division of PAACE for several years and served as secretary and co-editor of the newsletter for the Vocation Education Special Interest Group of the International Reading Association. She has published in the Vocational Education Journal and for ERIC.

Ms. Keeley currently works at Bucks County Community College where she coordinates Perkins initiatives and serves as an adjunct faculty member. She serves on the Bucks County School to Work Partnership and Staff/Curriculum Development sub-committee and on the Region 10 School to Career Advisory Committee and Assessment/Skills Standards sub-committee.

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Jeffrey C. Woodyard

Jeffrey Woodyard is the Executive Director of Tri-County Opportunities Industrialization Center, Inc. (OIC), Harrisburg, PA. He has worked in adult education since 1977 as an instructor, counselor, and program administrator for site-based and workplace-based programs. He has presented numerous workshops on workplace literacy, multi-level instruction, entry-level literacy skills, and school-to-work transitioning. Mr. Woodyard is the current second vice-president of PAACE.

-METHODS AND MATERIALS IN WORKFORCE LITERACY

Customized curriculum, teaching strategies for the workplace, lesson planning and literacy audits.

Presenter:
Cheryl Hiester

Cheryl Hiester has been involved in Workforce Education since 1991. Currently, she works with business and industry as a Workforce Education Liaison for the Lancaster Lebanon Intermediate Unit 13. She has had experience designing workplace literacy programs, performing literacy audits, and developing customized curricula for companies. Recently, she coordinated the development of an ESL textbook for healthcare workers. Cheryl has presented workshops at Summer Institutes, PAACE Mid-Winter Conferences and COABE.

-PROGRAM EVALUATION AND OUTCOMES

Participant outcomes, mastery of skills, impact of program on the company, maximizing training effectiveness, presentation of outcomes to the company and community, application of skills on the job.

Presenters:
Dr. Eunice Askov

Dr. Askov is Professor of Education and Director of the Institute for the Study of Adult Literacy (since 1985) at Pennsylvania State University. She is also Professor-in-Charge of the Graduate Program (Masters and Doctorate) in Adult Education and Department Head within the Department of Adult Education, Instructional Systems, and Workforce Education & Development.

For the past three years she has served as the external evaluator on three National Workplace Literacy Program (NWLP) projects funded by the U.S. Department of Education (Wisconsin Technical Board, Colorado Community College Board, and College of Lake Co. near Chicago).

In addition to numerous journal articles and book chapters, she is author of four college textbooks on reading instruction and project director of several computer-based curricula for workplace literacy. She serves as consulting editor for four journals as well as occasional reviewer for two other professional journals. She earned a B.A. degree at Denison University (English) and an M.A. in English and Ph.D in Curriculum and Instruction (reading education) at the University of Wisconsin-Madison.

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Dr. Richard Gacka

Dr. Richard Gacka is Director of Administrative and School Services, Tri-County Intermediate Unit, serving as Director of Adult Education programs, Director of Tri-County Tech Prep Consortium, and Coordinator of the Erie Area School-to-Work Local Partnership. He holds a D.Ed. from Indiana University in curriculum and supervision and has done postdoctoral work at Penn State University in School Administration. He holds certification as IU Executive Director, Superintendent of Schools, Supervisor of Special Education, School Psychologist, and Elementary Education. He maintains a private practice that includes educational consulting, psychological assessment, and grant writing.

LUNCHEON SPEAKER -David Borofsky, Dean of Community Education, NCC

PANEL MEMBERS

Moderator: Lanita Kemezis- Director, Center for Business & Industry, NCC

Donna Schlegel-Director of Human Resources, Binney & Smith

Franceil Schomburg-Human Resource Director, Coordinated Health Systems

Dr. Eunice (Nikie) Askov-Director of the Institute for the Study of Adult Literacy at Penn State University

Kent Zimmerman-Associate Dean for Technology, Center for Business & Industry,NCC

Cheryl Heister-Workforce Education Liaison for Lancaster Lebanon, IU #13

Dr. Manuel A. Gonzalez-Director of Adult Literacy, NCC

DISPLAYS

ADVANCE - Cheryl Harmon

Book Vendors - Contemporary, JIST, McGraw Hill

Web Site - Frank Pappalardo

Workforce Education Institute

Resource Materials

This notebook contains a selection of resource materials covering many aspects of workforce education. Space is provided for the addition of other relevant resources.

Prepared by:
The Workforce Education Institute
Northampton Community College
Adult Literacy Department
3835 Green Pond Road
Bethlehem, PA 18020
http://worklitinst.org

Sponsored by Pennsylvania Department of Education
Bureau of Adult Basic and Literacy Education

Table of Contents

Section 1	General Workforce Education Articles	Blue
Section 2	Partnerships and Linkages	Pink
Section 3	Program Development and Design	Yellow
Section 4	Methods and Materials in Workplace Literacy	Green
Section 5	Evaluation and Outcomes	Orange
Section 6	Bibliography and Resources	Purple

Special thanks to Priscilla Carmen at the Institute for the Study of Adult Literacy at Pennsylvania State University for materials used from two of her publications:

Worknet Workplace Literacy Trainers Guide
Capacity Building for Pennsylvania's Workplace Literacy Provider Network

1998 WORKFORCE EDUCATION INSTITUTE
WORKSHOP EVALUATION

Please take time to complete this evaluation form. The more information you can give us, the better. Remember, you can have a direct impact on future events!

Name of workshop (can be found on schedule)

Presenter _____ group

How would you rate the following (5=excellent, 1=poor, please tell us why)

The importance of the topic to the workforce education field.

Excellent _____ Poor
5 4 3 2 1

The presenter's preparation for the session.

Excellent _____ Poor
5 4 3 2 1

The presenter's knowledge of the topic.

Excellent _____ Poor
5 4 3 2 1

The presenter's ability to interact with the group.

Excellent _____ Poor
5 4 3 2 1

Will you be able to use any of this material in your own program? Yes
No

If no, why not

Did the workshop meet with your expectations? Yes
No

Please explain

Overall rating of the workshop.

Excellent _____ Poor
5 4 3 2 1

Comments: (continue on back if necessary)

1998 WORKFORCE EDUCATION INSTITUTE
CONFERENCE EVALUATION

Please complete this evaluation form before you leave on Wednesday. Your comments are valuable to us, both positive and negative. We seriously consider your comments when lanning future events. You can make a difference! (This form is continued on back.)

Group_____ Position

Please rate the over all quality of the conference using these categories (below 3, please comment)

Organization:	Excellent	5	4	3	2	1 Poor
Facilities:	Excellent	5	4	3	2	1 Poor
Workshop:	Excellent	5	4	3	2	1 Poor

Comments:

Did you like the format of the conference? Why or why not?

What percentage of the materials presented do you use in your program now?

Will you incorporate in your program any of the new material that was presented at the workshop?

If so, what?

What changes are needed in your program in order to implement this material?

In what way could the PDE, your regional PDC or NCC Staff be of assistance to you in the next year?

Was the Web site information helpful?

If so, how?

Will you use the Web site?

Did the conference meet with your expectations? Please explain.

Additional comments:

Workforce Institute Fall Workshop

Friday, December 11, 1998

10 AM - 2 PM (lunch included)

Northampton Community College - Gates Center

Room 130 C & D

Our presenter will be Lisette M. Dell'Apa who will talk about ***Work Keys***.

Work Keys is a national system developed by ACT for assessing and improving workplace skills. ***Work Keys*** enables educators and businesses to work together to strengthen achievement of workplace skills. ***Work Keys*** has identified key generic employability skills that are crucial to effective performance in most jobs. These critical skills form the basis of the ***Work Keys*** system and include Reading for Information, Applied Math, Listening, Writing, Teamwork, Applied Technology, Locating Information, and Observation.

The workshop should be very interesting and informative. Everyone is welcome! We are looking forward to seeing you. Please respond by December 1, 1998.

Send to: Michelle Pappalardo/Nancy Disario
Northampton Community College
Adult Literacy Department
3835 Green Pond Road
Bethlehem, PA 18020

Phone: (610) 861-5427 Fax: (610) 861-5093

Name _____

Address _____

Phone _____

WORKFORCE EDUCATION TRAINING

DATE: December 17, 1998

LOCATION: Municipal Services Building, Room 2, Philadelphia, Pa.

TIME: 10:00am – 2:00pm

PRESENTER: *Dr. Manuel A. Gonzalez*, Director, Adult Literacy Department, Northampton Community College

SUBJECT: The How To's in Planning a Workforce Program

TOPICS TO BE DISCUSSED:

Teacher's role in the planning process
Defining program goals
Job task analysis
Development and design
Partnering with management – relationship building
Customizing curriculum
Methods of evaluation
Impact of workforce training

SPRING WORKFORCE EDUCATION
Mini INSTITUTE

May 10-11, 1999

The Adult Literacy Department of NCC will be conducting a follow-up Workforce Education Institute.
During our 3 day event this summer there were several topics we didn't have time to cover. In May, we will be offering a 2 day event with 5 workshops and great food to enhance your knowledge of workforce education.

Possible topics for workshops:

- **Curriculum and materials in the workplace**
- **EFF (Equipped for the Future)**
- **ESL in the workplace**
- **Welfare to work**
- **Assessment in the workplace**
- **Work Keys**
- **Using workforce materials in the regular classroom**
- **Workforce Investment ACT implications**

If you are knowledgeable in any of these areas and would like to be considered as a presenter call Nancy Disario or Michele Pappalardo at (610) 861-5427.
Registration and more information on the Institute will be out next month.
Save the date!
Look for us on the web at www.worklitinst.org.

SPRING WORKFORCE INSTITUTE
May 10-11, 1999
Northampton Community College
Gates Center
Bethlehem, PA 18017

sponsored by the PA Dept. of Education,
Bureau of Adult Basic and Literacy Education

The Adult Literacy Dept. of NCC would like to invite you to a follow up Workforce Education Mini-Institute. We will be offering workshops on topics that we did not have time to cover this summer. This is an opportunity for you to enhance your knowledge of Workforce education and to share your experiences and concerns with your colleagues. The NCC Culinary Department will again provide our delicious meals.

SCHEDULE OF EVENTS

MAY 10 (MONDAY)		MAY 11 (TUESDAY)	
11:00 - 12:00	Registration	8:00 - 9:00	Breakfast
12:00 - 1:00	Luncheon	9:00 - 11:00	Workshop
1:00 - 3:00	Workshop	11:15 - 1:15	Workshop
3:15 - 5:15	Workshop	1:15 - 2:30	Luncheon & Wrap Up
6:00 - 7:00	Dinner		
7:00 - 9:00	Workshop		

AdvancE and book vendors will be available on Monday from approximately 11:00 - 6:00. All events will be held in Alumni Hall (see map).

Workshop topics will include:

- The Workforce Investment Act: its implications to providers and instructors
- Integrating Workforce Materials into the Adult Education Classroom
- Instructional Design and Materials for the Workplace
- Using SCANS Competencies in the Workplace (ESL and low level ABE)
- Teaching ESL in the Workplace
- Work Keys: a system for assessing and improving workplace skills

Registration deadline is April 30, 1999. Attendance will be limited. If you register and cannot attend please call or notify us immediately.

SEND TO: Michele Pappalardo/Nancy Disario
Northampton Community College
Adult Literacy Department
3835 Green Pond Road
Bethlehem, PA 18017

PHONE: (610) 861-5427

FAX: (610) 861-5093

WEBSITE: www.worklitinst.org

SPRING WORKFORCE INSTITUTE
Northampton Community College
Bethlehem, PA 18017

NAME _____

POSITION _____

MAILING ADDRESS _____

HOME PHONE _____

LITERACY PROGRAM OR AGENCY _____

PDC REGION _____

I WILL ATTEND TWO DAYS _____

I WILL ATTEND MAY 10 (MONDAY) ONLY _____

I WILL ATTEND MAY 11 (TUESDAY) ONLY _____

Hotels near Northampton Community College

Comfort Inn
Rt. 191 & 22
Bethlehem, PA
(610) 865-6300

Courtyard by Marriott
2160 Motel Drive
Bethlehem, PA
(610) 317-6200

Fairfield Inn
2140 Motel Drive
Bethlehem, PA
(610) 758-9000

Hampton Inn & Suites
Route 22 & 512
Bethlehem, PA
(610) 866-5800

Holiday Inn
Route 22 & 512
Bethlehem, PA
(610) 866-5800

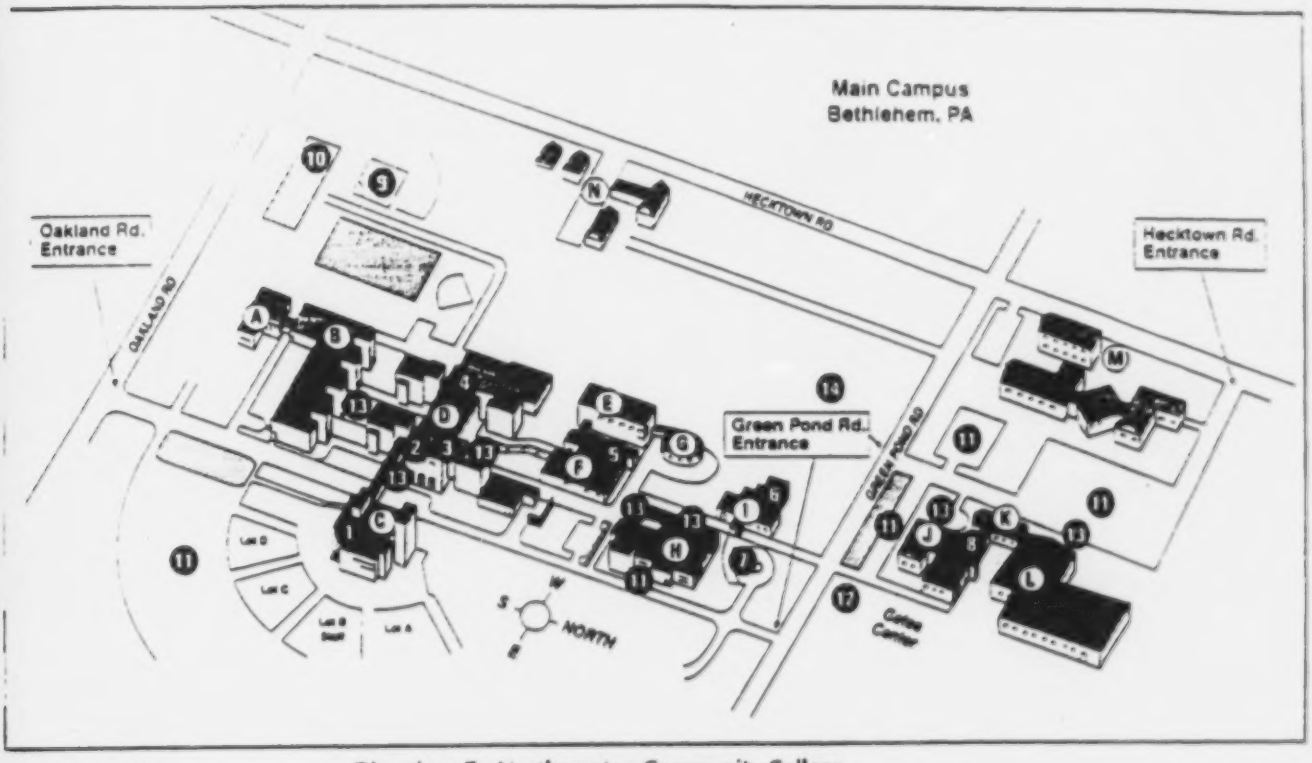
Residence Inn by Marriott
2180 Motel Drive
Bethlehem, PA
(610) 317-2662

***MOST WILL HAVE A CORPORATE RATE**

*Note:

There will be no travel or lodging reimbursement. If you need a hotel room please make your own arrangements.

MAP/DIRECTIONS



Campus Buildings

- A Commonwealth Hall
- B Penn Hall
- C Northampton Hall
- D College Center
- E Founders Hall
- F Keystone Hall
- G Kiva
- H Communications Hall
- I Jeanette F. Reibman Hall
- J Alumni Hall: Gates Center
- K County Hall: Gates Center
- L Technology Hall: Gates Center
- M Student Apartments & Residence Hall
- N Physical Plant

Campus Features

- 1 Admissions/Financial Aid/ Registrar/Theatre
- 2 Bookstore
- 3 Health Center
- 4 Cafeteria/Information Center/ Gymnasium/Fitness Center
- 5 Computer Labs
- 6 Child Care
- 7 Drop off for Child Care
- 8 Hampton Winds Restaurant
- 9 Baseball/Softball Diamond
- 10 Tennis Courts
- 11 Visitor Parking
- 12 LANTA Bus Stop
- 13 Wheelchair Access
- 14 Golf Range

Directions To Northampton Community College

From North, East or West: Find your best route to Rt. 22. Take the Rt. 191 exit. At end of ramp, turn right onto Rt. 191 north. One tenth of a mile from the exit ramp, turn right onto Brodhead Road. Follow Brodhead until you come to a stop sign, turn right onto Hecktown Road. The College's Hecktown Road entrance to the Gates Center (Alumni Hall, County Hall, Technology Hall) and residence halls will be on your left.

*Note:

Be sure to turn right on to Brodhead where the small street sign is next to the Resale II shop.

-Route 22 is under construction; please allow extra time.

-Workshops will be held in Alumni Hall, Gates Center, North campus (letter J on map).

BEST COPY AVAILABLE

SPRING WORKFORCE INSTITUTE SCHEDULE
MAY 10 –11, 1999
NORTHAMPTON COMMUNITY COLLEGE
GATES CENTER

Schedule of Events – Group 2 Monday May 10

11:00 am Registration
12:00-1:00pm – Lunch
1:00-3:00pm – Workshop – **Integrating Workforce Materials into the Adult Education Classroom**
Presenters – Twila Evans and Janet Coll
Alumni Hall Room 130 D

3:15-5:15pm – Workshop – **Work Keys**
Presenter – Diane Tyson and Judy Youngeberg
Alumni Hall Room 130 D

6:00-7:00pm – Dinner

7:00-9:00pm – Open Forum – **Workforce Investment Act and its Implications to Providers and Instructors**
Panel Members – Sandy Strunk, Dr. Manuel A. Gonzalez and Dr. Paul Pierpoint
Alumni Hall Rooms 130 A,B,C

Tuesday May 11

8:00-9:00am – Breakfast

9:00-11:00am – Workshop – **Instructional Design for the Workplace**
Presenters –Suzanne Fischer
Alumni Hall Room 130 D

11:15-1:15pm – Workshop – **Using the SCANS Competencies in the ABE and ESL Classroom**
Presenters – Raina Mearns and Manuel A. Gonzalezl
Alumni Hall Room 130 D

1:15-2:30pm – **Luncheon and Wrap-up**

SPRING WORKFORCE INSTITUTE SCHEDULE
MAY 10 –11, 1999
NORTHAMPTON COMMUNITY COLLEGE
GATES CENTER

Schedule of Events – Group 1 Monday May 10

11:00 am Registration
12:00-1:00pm – Lunch
1:00-3:00pm – Workshop – **Teaching ESL in the Workplace**
Presenters – Judy Sullivan and David Vasquez
Alumni Hall Room 130 C

3:15-5:15pm – Workshop – **Instructional Design for the Workplace**
Presenter – Suzanne Fischer
Alumni Hall Room 130 C

6:00-7:00pm – Dinner

7:00-9:00pm – Open Forum – **Workforce Investment Act and its Implications to Providers and Instructors**
Panel Members – Sandy Strunk, Dr. Manuel A. Gonzalez and Dr. Paul Pierpoint
Alumni Hall Rooms 130 A,B,C

Tuesday May 11

8:00-9:00am – Breakfast

9:00-11:00am – Workshop – **Work Keys**
Presenters – Diane Tyson and Judy Youngeberg
Alumni Hall Room 130 C

11:15-1:15pm – Workshop – **Integrating Workforce Materials into the Adult Education Classroom**
Presenters – Twila Evans and Janet Coll
Alumni Hall Room 130 C

1:15-2:30pm – **Luncheon and Wrap-up**